CODE OF CONDUCT

Annex E

VDSI Transfers Service Categories and Standards

1. Service Categories

ACRISS Proposal for VDSI Service Categories		
Economy Class	Business Class	First Class

2. Vehicle Standards

ACRISS Vehicle Standards Examples					
Regions	Economy Class	Economy Van	Business Class	Business Van	First Class
Global standards	**Doors** min. 4	**Doors** min. 4	**Doors** min. 4	**Doors** min. 4	**Doors** min. 4
	Passengers 3/4	**Passengers:** 5/7	**Passengers:** 3/4	**Passengers:** 5/7	**Passengers**: 3
	Luggage (check in + hand) max. 2+1	**Luggage** (check in + hand) max. 5+1	**Luggage** (check in + hand) max. 2+1	**Luggage** (check in + hand) max. 5+1	**Luggage** (check in + hand) max. 2+1
	Model year max. 5 years old	**Model year** max. 5 years old	**Model year** max. 4 years old	**Model year** max. 4 years old	**Model year** max. 3 years old
Europe	Chevrolet Matiz	Toyota Prius	MB E-Class LD	Mercedes V-Class PV	MB S-Class; XD BMW 7-Series XD
	Opel Insignia	Renault Megan	BMW 5-Series LD	VW Multivan/Caravelle PV/LV	
	Kia Ceed	Opel Zafira	Audi A6 / A7 LD/XD	Ford Transit	
			Jaguar XF LD		
			Volvo S80 LD		
North America	Hyundai i30	Suzuki	Lincoln MKT / MKS	Chevrolet Suburban	
	Suzuki Baleno	Renault Grand Scenic	Cadillac XTS	Cadillac Escalade	
		Toyota Prius	Chrysler 300 C	Lincoln Navigator	
			MB E-Class		
			Lexus ES		
Middle East & Africa	Hyundai i30	Toyota Prius	MB E-Class	Mercedes V-Class	
			BMW 5-Series	Chevrolet Suburban	
			Lexus ES	Chevrolet Tahoe	
			Lincoln MKS	Cadillac Escalade	
Asia & Pacific	Hyundai i30		MB E-Class	Mercedes V-Class	
	Tata		BMW 5-series	Toyota Alphard/ Vellfire	
	Suzuki Baleno		Toyota Crown	Hyundai Starex	
				Buick GL8	

3. Service Standards

Criteria - mandatory, to be displayed in the booking process (app, web), T&C etc.	**ACRISS Service Standards by Service Class** (illustrative Examples, no proposal/ recommendation)		
Criteria	**Economy Class / Economy Van**	**Business Class / Business Van**	**First Class**
Duty of Care	Fully licensed, registered and insured drivers and vehicles		
Booking / Lead Time	24 hours	2 hours	4 hours
Booking Modification	24 hours	2 hours	4 hours
Transfer Cancellation	24 hours	2 hours	4 hours
Hourly Cancellation	0% charged if more than 24 Hours / 100% charged if less than 24 hours		
Additional km/time	base rate	base rate	50km/1 hour included
Waiting time - airport transfer	30 min	1 hour	2 hours
Waiting time - other transfers	15 min	15 min	1 hour
Waiting time - hourly bookings	max hours booked	max hours booked	max hours booked
Flight tracking	Included		
Meet and Greet	No	PAX chooses	Airports and Train Stations
Pick-up sign	Name only	Logo and name	
Driver Code of Conduct	Professional, does not smoke, is not too chatty, does not complain, has a positive attitude		
Driver Dress Code	Shirt	Shirt, suit, tie and black shoes	
Driver Language Skills	not included	included: basic English + local language	
Assistance from Driver	not included	included: open door, take luggage	
Car amenities - air conditioning	not included	included	included
Other amenities - newspaper + water	not included	not included	included
Payment	electronic by credit card, all inclusive, monthly corporate invoice available		